

Options in Aged Care Għażliet tal-Kura ta' l-Anzjani



English / Maltese



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Options in Aged Care

There are many types of aged care services, but finding out what options are available to you or your family member can be confusing. This information provides an overview of aged care services and how you can access them, along with some useful contact numbers. It describes three types of government-subsidised aged care services:

- **Community Care**
- **Respite Care**
- **Residential Care**

Even if you do not require these services now, it is important to know what is available so you can plan for any care needs that you may have in the future.

Għażliet tal-Kura ta' l-Anzjani

Hemm ħafna tipi ta' servizzi ta' kura ta' l-anzjani, imma biex issib liema huma l-għażliet għalik jew għall-membru tal-familja tiegħek jista' joħloq konfużjoni. Dan it-tagħrif jipprovdi stampa ġenerali ta' x'servizzi hemm u kif wieħed jista' jikseb aċċess għalihom, flimkien ma' numri wtli li tista tikkuntattja. Jiddiskrievi tliet tipi ta' servizzi ta' kura ta' l-anzjani ssusidjati mill-gvern:

- **Kura Komunitarja (Community Care)**
- **Kura ta' Serħan (Respite Care)**
- **Kura f'Residenza (Residential Care)**

Anki jekk ma jkollokx bżonn dawn is-servizzi issa, hu importanti li tkun taf x'hemm disponibbli biex tkun tista' tippjana għal kwalunkwe bżonn ta' kura li għandu mnejn ikollok bżonn fil-ġejjieni.

Community Care

Most older people prefer to continue living in their own home, but some people may find this difficult to do without assistance. There are a number of aged care services that help older people to continue living in their own home. This type of care is known as 'Community Care' and there are four different options, depending on your needs:

Home and Community Care (HACC)

Home and Community Care provides basic support services for frail aged people who are experiencing difficulties managing daily tasks but who wish to continue living independently at home.

Services may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), Meals on Wheels and other food services, home help (assistance with housework, laundry and shopping), home modification and maintenance, transport, counselling and social support. Home and Community Care services are usually provided by local councils, community health centres and community organisations.

Kura Komunitarja (Community Care)

Il-biċċa l-kbira ta' persuni akbar fl-età jippreferu jibqgħu joqgħodu f'darhom, imma xi persuni għandhom mnejn isibuha bi tqila biex jagħmlu dan mingħajr għajjnuna. Hemm numru ta' servizzi ta' kura ta' l-anzjani li jgħinu lil persuni akbar fl-età ikomplu jgħixu f'darhom. Din it-tip ta' kura hi magħrufa bħala 'Kura Komunitarja' u hemm erba' għażliet differenti, skond il-bżonnijiet tiegħek:

KURA FID-DAR U FIL-KOMUNITÀ (Home and Community Care - HACC)

Il-Kura fid-Dar u fil-Komunità tipprovdi servizzi ta' support bażiku għal persuni anzjani debboli li qed isibuha bi tqila jilħqu mal-faċendi ta' kuljum imma li jixtiequ jkomplu jibqgħu jgħixu b'mod indipendenti fid-dar.

Is-servizzi għandhom mnejn jinkludu: servizzi tan-nersink u servizzi relattati mas-saħħa, kura personali (għajjnuna biex tinħasel, tilbes, u tiekol), Ikel li Jwassluh fid-Djar u servizzi oħra ta' l-ikel, għajjnuna fid-dar (għajjnuna biex tagħmel xi faċenda, taħsel il-ħwejjeġ u tagħmel ix-xirja), modifikazzjoni u manutenzjoni fid-dar, trasport, servizzi ta' pariri u support soċjali. Is-servizzi tal-Kura fid-Dar u fil-Komunità huma normalment ipprovduti mill-kunsilli lokali, ċentri tas-saħħa komunitarja, u organizzazzjonijiet komunitarji.

Community Aged Care Packages (CACP)

Community Aged Care Packages provide services to frail aged people with more complex care needs, or who require a greater range of services to help them continue living at home.

The packages of services are flexible and designed to suit individual needs, and may include: personal care (assistance with bathing, dressing and eating), meal preparation, home help (assistance with housework, laundry and shopping), gardening, transport and social support. These services are planned and coordinated by an approved aged care service provider. Eligibility for Community Aged Care Packages is determined by an *Aged Care Assessment Team* (see page 9).

Extended Aged Care at Home Packages (EACH)

Extended Aged Care at Home Packages provide services to people who need more help than a Community Aged Care Package can provide.

The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support. These services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages is

Pakketti ta' Kura Komunitarja Ta' l-Anzjani (Community Aged Care Packages -CACP)

Il-Pakketti ta' Kura Komunitarja ta' l-Anzjani jipprovdu servizzi lil persuni anzjani debboli li għandhom bżonnijiet aktar komplessi ta' kura, jew li jeħtieġu firxa ikbar ta' servizzi biex jgħinuhom ikomplu jgħixu d-dar.

Il-pakketti ta' servizzi huma flessibbli u huma mfassla biex jissodisfaw il-bżonnijiet individwali, u għandhom mnejn jinkludu: kura personali (għajnuna biex tinħasel, tilbes u tiekol), preparazzjoni ta' bukkuni, għajnuna fid-dar (għajnuna biex tagħmel xi faċenda, taħsel il-ħwejjeġ u tagħmel ix-xirja), xogħol fil-ġnien, trasport u sapport soċjali. Dawn is-servizzi huma ppjanati u kkoordinati minn provveditur approvat tas-servizz talkura ta' l-anzjani. L-eligibilità għal Pakketti ta' Kura Komunitarja ta' l-Anzjani hi stabilita minn *Tim ta' Assessjament tal-Kura ta' l-Anzjani* (Aged Care Assessment Team) (ara paġna 9).

Pakketti ta' Kura Addizzjonali ta' l-Anzjani Mogħtija fid-Dar (Extended Aged Care at Home Packages - (EACH)

Pakketti ta' Kura Addizzjonali ta' l-Anzjani Mogħtija fid-Dar jipprovdu servizzi lil persuni li għandhom bżonn aktar għajnuna milli jista' jipprovdi l-Pakkett ta' Kura Komunitarja ta' l-Anzjani.

Il-pakketti ta' servizzi huma flessibbli u huma mfassla biex jaqdu l-bżonnijiet individwali, u għandhom mnejn jinkludu: nersink u servizzi relattati tas-saħħa, kura personali (għajnuna biex tinħasel, tilbes u tiekol), għajnuna fid-dar (għajnuna biex tagħmel xi faċenda, taħsel il-ħwejjeġ u tagħmel ix-xirja), trasport u sapport soċjali. Dawn is-servizzi huma ppjanati u kkoordinati minn provveditur approvat tas-servizz tal-kura ta' l-

determined by an *Aged Care Assessment Team* (see page 9).

Extended Aged Care at Home Packages Dementia (EACH D)

Extended Aged Care at Home Packages Dementia provide services to people living with dementia. The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support.

These Services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages Dementia is determined by an *Aged Care Assessment Team* (see page 9).

For more information about Community Care and how to find a service that meets your needs, call the **Commonwealth Carelink Centre** on **1800 052 222**.

anzjani. L-eligibilità għal Pakketti ta' Kura Addizzjonali ta' I-Anzjani Mogħtija fid-Dar hi stabilita minn *Tim ta' Assessjament tal-Kura ta' I-Anzjani* (Aged Care Assessment Team) (ara paġna 9).

Pakketti ta' Kura Addizzjonali ta' I-Anzjani bid-Dimenzja Mogħtija fid-Dar (Extended Aged Care at Home Dementia - EACH D)

Pakketti ta' Kura Addizzjonali ta' I-Anzjani bid-Dimenzja Mogħtija fid-Dar jipprovdu servizzi lil persuni li għandhom id-dimenzja. Il-pakketti ta' servizzi huma flessibbli u huma mfassla biex jissodisfaw il-bżonnijiet individwali, u jistgħu jinkludu: nersink u servizzi relattati tas-saħħa, kura personali (għajjnuna biex tinħasel, tilbes u tiekol), għajjnuna fid-dar (għajjnuna biex tagħmel il-faċendi, ħasil tal-ħwejjeġ, tagħmel ix-xirja), trasport u support soċjali.

Dawn is-servizzi huma ppjanati u kkoordinati minn provveditur approvat tas-servizz tal-kura ta' I-anzjani. L-eligibilità għal Pakketti ta' Kura Addizzjonali ta' I-Anzjani bid-Dimenzja Mogħtija fid-Dar hi stabilita minn *Tim ta' Assessjament tal-Kura ta' I-Anzjani* (Aged Care Assessment Team) (ara paġna 9).

Għal aktar tagħrif dwar il-Kura Komunitarja u kif issib servizz li jlaħħaq mal-bżonnijiet tiegħek, ċempel liċ-**Ċentru tal-Commonwealth li Jservu ta' Holqa ta' Kura (Commonwealth Carelink Centre)** fuq **1800 052 222**.

Respite Care

Respite Care is short-term care, which enables the older person and their carer to have a break from their normal routine. Many older people are cared for by family members at home. It is important that carers are supported in this valuable role, especially as many carers are themselves elderly. Respite Care supports the carer to have a break from their caring responsibilities, while also helping the older person to continue living at home.

Respite Care provides care services to the older person on a temporary basis, which enables the carer to rest, attend to other responsibilities (eg shopping), or to have a holiday. It is usually planned in advance, but may be arranged in an emergency (eg if the carer is unwell).

Respite care may also be accessed by older people who live on their own and feel unable to look after themselves and need a break. It can be provided in the older person's home, in day-care centres or in Residential Care. Respite Care is provided through Home and Community Care, the National Respite for Carers Program and Residential Care. Access to Respite Care is based on eligibility, priority and need.

For more information about Respite Care and other support services for carers, call the **Commonwealth Carers' Respite Centre** on **1800 059 059**.

Kura ta' Serġan (Respite Care)

Il-Kura ta' Serġan hi kura fuq perijodu ta' żmien qasir li tgħin lil persuna akbar fl-età u lil carer tagħhom jieħdu f'tit mistrieħ mir-rutina normali tagħhom. Membri tal-familja jieħdu ħsieb ħafna nies akbar fl-età fid-dar. Hu importanti li l-carers jkunu ssupportjati f'dan ir-rwol prezzjuż, aktar u aktar peress li ħafna carers huma stess kbar fl-età. Il-Kura ta' Serġan tissupportja lil carer biex ikun jista' jistrieħ mir-responsabbiltajiet tagħhom tal-kura, waqt li fl-istess ħin jgħin lil persuna akbar fl-età tkompli tgħix id-dar.

Il-Kura ta' Serġan tipprovdi servizzi ta' kura lil persuna akbar fl-età fuq bażi temporanja, li tgħin lil carer jistrieħ, jieħu ħsieb ir-responsabbiltajiet l-oħra (eż imur jixtri), jew jieħu btala. Normalment ikun ippjanat minn qabel, imma għandu mnejn ikun iffisat f'każ ta' emerġenza (eż il-carer ikun ma jiflaħx).

Il-Kura tas-serġan għandha mnejn tinkiseb minn persuni akbar fl-età li jgħixu waħedhom u jfossu li ma jkunux jistgħu jieħdu ħsieb tagħhom infushom u għandhom bżonn f'tit serġan. Tista' tingħata fid-dar tal-persuna akbar fl-età, f'centri ta' kura matul il-ġurnata jew f'post ta' Kura f'Residenza. Il-Kura tas-Serġan tingħata permezz tal-Kura fid-Dar u fil-Komunità, Il-Programm Nazzjonali ta' Kura ta' Serġan għal Carers (National Respite for Carers Program) u Kura f'Residenza. Aċċess għal Kura ta' Serġan hu bbażat fuq l-eligibilità, prijorità u bżonn.

Għal aktar tagħrif dwar il-Kura ta' Serġan u servizzi oħra ta' support għal carers, ċempel lil **Commonwealth Carers' Respite Centre** fuq **1800 059 059**.

Residential Care

As an older person's level of frailty increases, it may no longer be an option for them to continue living in their own home and an aged care home may need to be considered. Aged care homes are also known as 'Residential Care'.

There are two types of Residential Care: low-level care and high-level care. Both levels of care provide a range of specified services, including: accommodation, basic furnishings, laundry, cleaning, meals and refreshments, staff to help at all times, personal care (assistance with bathing, dressing and eating), occasional nursing care and social activities.

High-level care is designed for people who are very frail, require 24-hour assistance and on-going nursing care. Some aged care homes provide low-level care and high-level care, enabling people to stay in the same home even if their care needs change. This is known as 'ageing in place'. Aged care homes are run by approved aged care service providers. Eligibility for Residential Care is determined by an *Aged Care Assessment Team* (see page 9).

For more information about Residential Care and how to find a home that meets your needs, call the **Commonwealth Carelink Centre** on **1800 052 222** or the **Aged Care Information Line** on **1800 500 853**.

Kura f'Residenza (Residential Care)

Hekk kif il-livell ta' debbolezza ta' persuna akbar fl-età jiżdied, għandu mnejn ma jkunx aktar possibbli li jagħzlu li jibqgħu jgħixu fid-dar tagħhom u għandu mnejn ikun hemm il-bżonn jarawx għandhomx imorru f'dar tal-kura ta' l-anzjani. Residenzi ta' kura ta' l-anzjani huma magħrufa wkoll bħala 'Kura f'Residenza'.

Hemm żewġ tipi ta' Kura f'Residenza: kura ta' livell baxx u kura ta' livell għoli. Iż-żewġ livelli ta' kura jipprovdi firxa ta' servizzi speċifiċi, li jinkludu: akkomodazzjoni, għamara bażika, ħasil tal-ħwejjeġ, tindif, ikel u rinfreskanti, staff biex jgħinu l-ħin kollu, kura personali (għajjnuna biex tinħasel, tilbes u tiekol), kura ta' kultant tan-nersink, u attivitajiet soċjali.

Kura ta' livell għoli hi mfassla għal nies li huma debboli ħafna, li għandhom bżonn għajjnuna għal 24 siegħa u kura kontinwa ta' nersink. Xi residenzi ta' kura ta' l-anzjani jipprovdu kura kemm ta' livell baxx u kura ta' livell għoli, u jgħinu lil nies joqgħodu fl-istess dar anki jekk il-bżonnijiet tal-kura tagħhom jinbidlu. Dan hu magħruf bħala 'kura li tkompli fl-istess residenza ta' kura ta' l-anzjani wkoll meta l-bżonnijiet jikbru'. Residenzi ta' kura ta' l-anzjani huma mmexxija minn provvedituri approvati tas-servizz tal-kura ta' l-anzjani. L-eligibilità għal Kura f'Residenza hi stabilita minn *Tim ta' Assessjament tal-Kura ta' l-Anzjani* (Aged Care Assessment Team) (ara paġna 9).

Għal aktar tagħrif dwar il-Kura f'Residenza u kif issib dar li tissodisfa l-bżonnijiet tiegħek, ċempel liċ-**Ċentru tal-Commonwealth li Jservi ta' Ħolqa ta' Kura (Commonwealth Carelink Centre)** fuq **1800 052 222** jew 'l-Linja ta' Tagħrif ta' Kura ta' l-Anzjani (**Aged Care Information Line**) fuq **1800 500 853**.

Aged Care Assessment Team (ACAT)

The first step in accessing most government-subsidised aged care services is to receive an assessment by the Aged Care Assessment Team (ACAT). Eligibility for Community Aged Care Packages, Extended Aged Care at Home Packages and Residential Care is determined by an ACAT assessment, which determines eligibility by assessing a person's needs.

This is a free and confidential service, and the process is not as daunting as it may sound. An ACAT representative (usually a doctor, nurse, social worker or other health care professional) will assess your situation and specific care needs.

You will be informed about the services you are eligible to receive and how to find a service that meets your needs. You may choose to have a relative or friend with you during the assessment. You also have the right to ask ACAT to provide an interpreter. If you are not satisfied with the outcome of the assessment, you have the right to appeal the decision.

To arrange an ACAT assessment, you can ask your doctor for a referral or call the Commonwealth Carelink Centre on 1800 052 222.

Tim ta' l-Assessjament tal-Kura ta' l-Anzjani (Aged Care Assessment Team - ACAT)

L-ewwel pass biex taċċessja l-biċċa l-kbira tas-servizzi tal-kura ta' l-anzjani ssussidjati mill-gvern hu li tircievi assessjament mit-Tim ta' l-Assessjament tal-Kura ta' l-Anzjani (Aged Care Assessment Team - ACAT). Eligibilità għall-Pakketti Komunitarji tal-Kura ta' l-Anzjani, Pakketti ta' Kura Addizzjonali ta' l-Anzjani Mogħtija fid-Dar u Kura f'Residenza hi ddeterminata mill-assessjament ta' l-ACAT, li jstabilixxi l-eligibilità billi jassessja l-bżonnijiet tal-persuna.

Dan hu servizz bla ħlas u konfidenzjali, u l-proċess mhux daqshekk ta' l-għaġeb daqs kemm jidher. Rappreżentant ta' l-ACAT (normalment tabib, ners, social worker jew professjonist ieħor tal-kura tas-saħħa) ser jassessja s-sitwazzjoni u l-bżonnijiet tiegħek speċifiċi tal-kura.

Int ser tkun infurmat dwar is-servizzi li int eligibbli li tircievi u kif għandek issib servizz li jissodisfa l-bżonnijiet tiegħek. Int għandek mnejn tagħżel li jkun hemm xi ħadd li jigi minnek jew ħabib matul l-assessjament. Int għandek id-dritt titlob lill-ACAT biex isib interpretu. Jekk m'intix sodisfatt bir-riżultat ta' l-assessjament, int għandek id-dritt tappella d-deċiżjoni.

Biex tiffissa assessjament ta' l-ACAT, int tista' titlob lit-tabib tiegħek għal riferiment jew ċempel liċ-Ċentru tal-Commonwealth li Jservi ta' Ħolqa ta' Kura fuq 1800 052 222.

Fees & Charges

The cost of receiving aged care services is based on a person's assessed care needs and their ability to pay. Special consideration is given to people who are financially disadvantaged. It is important to know that you will not be denied access to a service if you are unable to pay. All people receive the same quality of care regardless of the level of fees paid. To find out more about fees and charges, contact the Aged and Community Care Information Line on 1800 500 853.

Your Rights & Responsibilities

Aged care service providers are obliged to inform you of your rights and responsibilities regarding the services you are receiving. Whether you are receiving Residential Care or Community Care, it is important to be aware of your rights, which include the right to:

- Be informed about your rights;
- Be involved and informed about all decisions related to your care;
- Be in charge of your life, your money and your possessions;
- Be treated with dignity and respect;
- Continue your cultural or religious practices and retain the language of your choice without discrimination;
- Good quality care that meets your needs;
- Complain and take steps to sort out any problems;
- Privacy.

Mizati u Ċarġis

Il-ħlas biex tirċievi servizzi tal-kura ta' l-anzjani hu bbażat fuq il-bżonnijiet assessjati tal-kura tal-persuna u fuq il-ħila tagħhom kemm jistgħu jħallsu. Tingħata konsiderazzjoni speċjali lil persuni li huma finanzjarjament żvantaġġati. Hu importanti li tkun taf li mhux ser tiċċaħħad mill-aċċess għal servizz jekk ma tistax tħallas. In-nies kollha jirċievu l-istess kwalità ta' kura ikun x'ikun il-livell ta' mizati li jħallsu. Biex tikseb aktar tagħrif dwar il-mizati u ċ-ċarġis, ikkuntattja lill-Linja ta' Informazzjoni dwar il-Kura ta' l-Anzjani u Kura fil-Komunità (Aged and Community Care Information Line) fuq 1800 500 853.

Id-Drittijiet u r-Responsabbiltajiet Tiegħek

Il-provveduri tas-servizz tal-kura ta' l-anzjani huma obbligati jinfurmawk dwar id-drittijiet u r-responsabbiltajiet tiegħek dwar is-servizzi li qed tirċievi. Kemm jekk qed tirċievi Kura f'Residenza jew Kura Komunitarja, hu importanti li tkun taf id-drittijiet tiegħek li jinkludu d-dritt li:

- Tkun informat dwar id-drittijiet tiegħek;
- Tkun involut u infurmat dwar id-deċiżjonijiet kollha li għandhom x'jaqsmu mal-kura tiegħek;
- Tikkontrolla ħajtek, flusek u l-affarijiet tiegħek;
- Tkun stmat bid-dinjità u r-rispett;
- Tkompli tipprattika l-użanzi kulturali jew reliġjużi tiegħek u żżomm il-lingwa ta' l-għażla tiegħek mingħajr diskriminazzjoni;
- Kura ta' kwalità tajba li tissodisfa l-bżonnijiet tiegħek;
- Tilmenta u tieħu passi biex tirriżolvi kwalunkwe problema;
- Privatezza.

For more information about your rights and responsibilities regarding aged care services, contact the National Aged Care Advocacy Line on 1800 700 600.

Concerns and Complaints

If you have a concern or complaint about the quality of care or services you are receiving, you may like to discuss this with the Manager of the aged care service. If you are uncomfortable doing this, or you do not like how your complaint has been handled, you can contact the Aged Care Complaints Investigation Scheme on 1800 550 552. This is a free and confidential service.

Għal aktar tagħrif dwar id-drittijiet u r-responsabbiltajiet tiegħek dwar is-servizzi tal-kura ta' l-anzjani kkuntattja l-Linja Nazzjonali ta' Min Jaqbeż Għalik fil-qasam tal-Kura ta' l-Anzjani (National Aged Care Advocacy Line) fuq 1800 700 600.

Affarijiet li Jinkwetawk u Ilmenti

Jekk hemm xi ħaġa li tinkwetak jew għandek xi lment dwar il-kwalità tal-kura jew tas-servizzi li qed tircievi, int għandek mnejn tkun trid tiddiskuti dan mal-Maniġer tas-servizz tal-kura ta' l-anzjani. Jekk ma tħossokx komdu tagħmel dan, jew m'intix kuntent bil-mod kif l-ilment tiegħek ġie ttrattat, int tista' tikkuntattja l-Iskema ta' Investigazzjoni ta' l-Ilment dwar il-Kura ta' l-Anzjani (Aged Care Complaints Investigation Scheme) fuq 1800 550 552. Dan hu servizz bla ħlas u konfidenzjali.

Useful Contact Numbers

If you need an interpreter to help you to communicate over the phone, call the **Translating and Interpreting Service** on **13 14 50**. This is a free service.

Note that calls to numbers beginning with '1800' are free, except when made from mobile phones.

Aged Care Complaints Investigation Scheme: 1800 550 552

The Aged Care Complaints Investigation Scheme investigates complaints and concerns about government-subsidised aged care services, including community care, respite care and residential care. Contact the Aged Care Complaints Investigation Scheme if you have a concern or complaint about the services you are receiving. Complaints can be made anonymously. This is a free service.

Aged Care Information Line: 1800 500 853

The Aged Care Information Line provides information about aged care services, including information on fees and charges, incoming testing and financial assistance.

Numri ta' Kuntatti Utli

Jekk għandek bżonn ta' interpretu biex jgħinek tikkomunika permezz tat-telefown, ċempel lis-**Servizz tat-Traduzzjoni u l-Interpretu (Translating and Interpreting Service)** fuq **13 14 50**. Dan hu servizz bla ħlas.

Kun af li telefonati għal numri li jibdew b' '1800' huma bla ħlas, barra meta jsiru minn telefonijiet tal-mowbajl.

Skema ta' Investigazzjoni ta' l-Ilmenti dwar il-Kura ta' l-Anzjani (Aged Care Complaints Investigation Scheme): 1800 550 552

L-Iskema ta' Investigazzjoni ta' l-Ilmenti dwar il-Kura ta' l-Anzjani tinvestiga lmenti u tħassib dwar is-servizzi ta' kura ta' l-anzjani ssussidjati mill-gvern, li jinkludu kura fil-komunità, kura ta' serġan, u kura f'residenza. Ikkuntattja lill-Iskema ta' Investigazzjoni ta' l-Ilmenti dwar il-Kura għall-Anzjani jekk għandek xi tħassib jew ilmenti dwar servizzi li qed tircievi. L-ilmenti jistgħu jsiru b'mod anonimu. Dan hu servizz bla ħlas.

Linja ta' Tagħrif dwar il-Kura ta' l-Anzjani (Aged Care Information Line): 1800 500 853

Il-Linja ta' Tagħrif dwar il-Kura ta' l-Anzjani tipprovdi tagħrif dwar servizzi ta' kura ta' l-anzjani, inkluzi tagħrif dwar miżati u ċarġis, testijiet tad-dħul u għajnuna finanzjarja.

Centrelink - Disability, Sickness and Carers: 13 27 17

Call this number for disability, sickness and carer enquiries, including Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance and Sickness Allowance.

Centrelink - Multilingual Call: 13 12 02

Call this number to speak to Centrelink employees in your preferred language.

Centrelink - Retirement Services: 13 23 00

Call this number for retirement enquiries, including Age Pension, Pensioner Concession Cards, Commonwealth Seniors Health Card, and for enquiries regarding income assessment for residential care fees. You can also call this number to access Centrelink's Financial Information Service, which is a free and independent service available to everyone in the community (even if you are not receiving a pension or benefit).

Commonwealth Carelink Centre: 1800 052 222

The Commonwealth Carelink Centre provides a single point of contact for information about aged care services. Contact the Commonwealth Carelink Centre to find out what aged care services are available in your area or anywhere in Australia, as well as information on costs, assessment procedures and eligibility criteria. This is a free and confidential service.

Centrelink - Diżabilità, Mard u Carers: 13 27 17

Ċempel dan in-numru għal mistoqsijiet dwar id-diżabilità, mard u carer, li jinkludu wkoll Pensjoni tas-Support tad-Diżabilità (Disability Support Pension), Għajjuna Finanzjarja tal-Mobilità (Mobility Allowance), Fias għal Min Idur b'xi Fadd (Carer Payment), Allowance lil Min Idur b'Xi Fadd (Carer Allowance) u Pagament tal-Mard (Sickness Allowance).

Centrelink - Telefonati Multilingwali 13 12 02

Ċempel dan in-numru biex titkellem ma' impjegati ta' Centrelink bil-lingwa preferita tiegħek.

Centrelink - Servizzi ta' I-irtirar 13 23 00

Ċempel dan n-numru għall-mistoqsijiet dwar I-irtirar, li jinkludi I-Pensjoni ta' I-Età (Age Pension), Kards tal-Konċessjoni tal-Pensjoni (Pension Concession Cards), Kard tal-Commonwealth tas-Saħħa ta' I-Anzjani (Commonwealth Seniors Health Card), u rigward mistoqsijiet dwar I-assessjament tad-dħul għall-mizati tal-kura f'residenza. Int tista' wkoll iċċempel dan in-numru biex taċċessja s-Servizz ta' Tagħrif Finanzjarju ta' Centrelink (Financial Information Service), li hu servizz bla fias u indipendenti li jista' jużah kull membru tal-komunità (anki jekk m'intix tirċievi pensjoni jew benefiċċju).

Ċentru tal-Commonwealth li Jservi bħala Ffolqa dwar il-Kura: 1800 052 222

Iċ-Ċentru tal-Commonwealth li Jservi bħala Ffolqa dwar il-Kura jipprovdi punt wieħed ta' kuntatt għal tagħrif dwar servizzi tal-kura ta' I-anzjani. Ikkuntattja ċ-Ċentru tal-Commonwealth li Jservi bħala Ffolqa dwar il-Kura biex tikseb tagħrif dwar x'servizzi ta' kura ta' I-anzjani jinsabu fiż-żona tiegħek jew f'kwalunkwe parti ta' I-Awstralja, flimkien

Commonwealth Carers' Respite Centre: 1800 059 059

The Commonwealth Carer Respite Centre coordinates access to respite services in your local area, provides information and advice about respite options, help with organising emergency or planned respite, and financial assistance for short-term or emergency respite. This is a 24-hour service.

National Aged Care Advocacy Line: 1800 700 600

Contact the National Aged Care Advocacy Line to find your local advocacy service. Advocacy services help to promote your rights in relation to aged care services and can increase your involvement in decision-making processes. These services may play an important role in supporting you through a complaint process and advising you of your 5 rights in negotiations with aged care service providers. This is a free and confidential service.

National Dementia Helpline: 1800 100 500

The National Dementia Helpline is a 24-hour national telephone and support service run by Alzheimer's Australia. It provides support, practical information and advice, as well as information on the full range of services provided by Alzheimer's Australia. This is a free and confidential service.

ma' tagħrif dwar spejjeż, proċeduri ta' assessjament u kriterji ta' eliġibilità. Dan hu servizz bla ħlas.

Ċentru tal-Commonwealth li Jipprovdi Serġan lil Carers: 1800 059 059

Il-Ċentru tal-Commonwealth li Jipprovdi Serġan lil Carers jikkoordina l-aċċess għas-servizzi ta' serġan fiż-żona lokali tiegħek, jipprovdi tagħrif u pariri dwar l-għażliet ta' kura ta' serġan, għajnuna biex torganizza serġan f'każ ta' emerġenza jew wieħed ippjanat, u għajnuna finanzjarja għal perijodu qasir jew serġan f'każ ta' emerġenza. Dan hu servizz ta' 24 siegħa.

Linja Nazzjonali ta' Min Jaqbeż Għalik fil-qasam tal-Kura ta' l-Anzjani: 1800 700 600

Ikkuntattja l-Linja Nazzjonali ta' Min Jaqbeż Għalik fil-Qasam tal-Kura ta' l-Anzjani biex issib is-servizz lokali tiegħek ta' min jaqbeż għalik. Servizzi ta' min jaqbeż għalik jgħinu biex tippromwovi d-drittijiet tiegħek dwar is-servizzi tal-kura ta' l-anzjani u jistgħu jżidu l-involvement tiegħek fil-proċessi tat-teħid tad-deċiżjonijiet. Dawn is-servizzi għandhom mnejn ikollhom rwol importanti biex jissapportjawk matul il-proċess ta' l-ilmenti u jagħtuk parir dwar id-drittijiet tiegħek fl-innegozjar ma' provvedituri tas-servizz tal-kura ta' l-anzjani. Dan hu servizz bla ħlas u kunfidenzjali.

Linja Telefonika Nazzjonali ta' Dimenzja (National Dementia Helpline): 1800 100 500

Il-Linja Telefonika Nazzjonali ta' Dimenzja hu servizz telefoniku nazzjonali ta' 24 siegħa u ta' support organizzat minn Alzheimer's Australia. Jipprovdi support, tagħrif u parir prattiku, flimkien ma' tagħrif fuq il-firxa sħiħa tas-servizzi pprovdoti minn Alzheimer's Australia. Dan hu servizz bla ħlas u kunfidenzjali.

